



Docket No.: 8827.008.00 US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Earl D. COX

Confirmation No.: 8713

Application No.: 10/032,967

Group Art Unit: 2121

Filed: October 26, 2001

Examiner: Joseph P. Hirl

For: BEHAVIOR EXPERTS IN E-SERVICE
MANAGEMENT

Customer No.: 30827

SUPPLEMENTAL AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated October 1, 2004 (Paper No. 20040927), and the Advisory Action dated February 25, 2005 (Paper No. 20050222) please amend the above identified U.S. Patent application as follows:

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks begin on page 12 of this paper.

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